

HOOVER®

TurboPOWER™

Dual Purpose Upright

Read this manual before
operating the cleaner

Owner's Manual
ENGLISH → pp.1-12
ESPAÑOL → págs 13-19
FRANÇAIS → p. 20-26



Thank you for selecting a HOOVER® product

This cleaner was inspected and packaged carefully before being shipped from the factory. If you should happen to need assistance during assembly or operation call

1-800-944-9200 for an automated referral of authorized service outlet locations (U.S. only) or

1-330-499-9499 to speak with a representative in our Consumer Response Center or

Visit us online at **www.hoover.com** to find the service outlet nearest you (click on the "Service" button).

PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE



Fill in and retain

The model and serial number are located on the bottom of the cleaner.

For your personal records, please enter the COMPLETE model and serial number in the spaces provided and retain this information.

Your cleaner is model _____

and has serial number _____

It is suggested that you attach your sales receipt to this owner's manual.

Verification of date of purchase may be required for warranty service of your HOOVER product.

Save! Index

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Important Safeguards

When using an electrical appliance, always follow basic precautions, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE

Warning: To reduce the risk of fire, electric shock, or injury:

- Do not use outdoors or on wet surfaces.
- Close supervision is necessary when any appliance is used by or near children. Do not allow vacuum cleaner to be used as a toy or to run unattended at any time.
- Keep hair, loose clothing, fingers, feet and all parts of body away from openings, rotating agitator and other moving parts. Do not operate cleaner in bare feet or when wearing open toe shoes or sandals.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use to pick up flammable or combustible liquids such as gasoline or sandings or use in areas where they may be present.
- Avoid picking up hard, sharp objects with the cleaner. They may damage the cleaner and the bag.
- Always turn off this appliance before connecting or disconnecting hose.
- Do not use without dust bag or filters in place. Change bag frequently when picking up very fine materials such as powder.
- Use extra care when cleaning on stairs.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, or anything that may reduce air flow.
- Do not pull or carry by cord, use cord as a handle, close door on cord or pull cord a round sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Always disconnect cord from electrical outlet before servicing the cleaner.
- Unplug cleaner when not in use. Turn off all controls before unplugging.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord. Never handle plug or appliance with wet hands.
- The use of an extension cord is not recommended.
- Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, take it to a Hoover Factory Service Center or Authorized Hoover Warranty Service Dealer (Depot).
- Use vacuum cleaner only for its intended use as described in the instructions. Use only attachments recommended by The Hoover Company; others may cause hazards.



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www.hoover.com

Save these instructions!

1. Assembling cleaner

It is extremely important to read and follow all the instruction steps in order.

The assembled cleaner will look like this drawing.

If you need assistance with any step of the assembly, call

1-800-944-9200 for an automated referral of authorized service outlet locations (U.S. only) or

1-330-499-9499 to speak with a representative in our Consumer Response Center or

Visit us online at **www.hoover.com** to find the service outlet nearest you (click on the "Service" button).

This cleaner is intended for household use.

Side mounted hose trademark of The Hoover Company

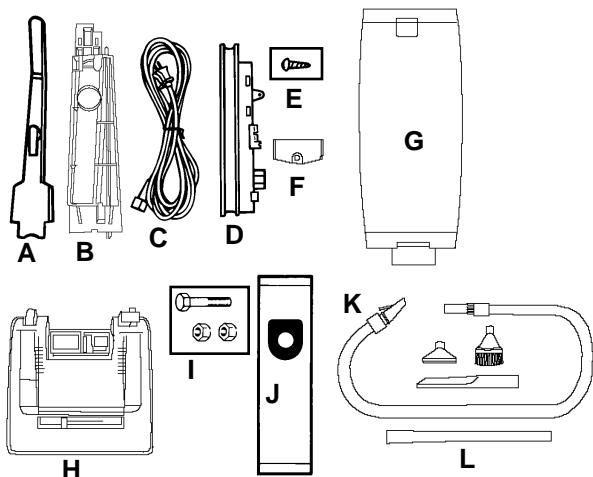


Carton contents

Remove all parts from carton and identify each item shown.

Note that some of the items are shipped together in the sealed bag with the owner's manual.

1-1

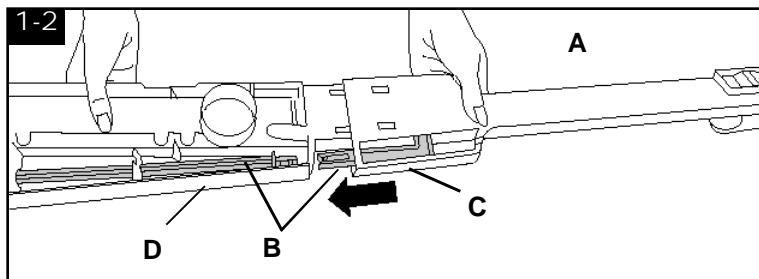


- A. Upper handle**
- B. Lower handle**
- C. Cord**
- D. Tool rack**
- E. Tool rack screw packet**
- F. Bracket**
- G. Bag compartment**
- H. Cleaner base**
- I. Handle bolt and nut packet
(One extra nut included)**
- J. Paper bag**
- K. Hose and cleaning tools**
- L. Extension wand**

Step 1 Assemble handle

Note: The **white switch lock** above the ON/OFF switch, aids in **assembly** of your cleaner. Assembly can be continued if the switch lock is missing. However, **do not remove** the switch lock until assembly is completed.

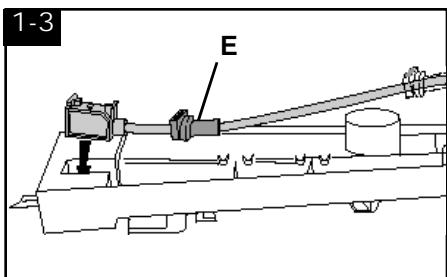
Align upper handle and lower handle as shown.



Place upper (C) and lower (D) handle parts on a flat surface, aligning rod sections (B). With hands on sides of parts, push them together firmly until they "click" and rod sections lock together.

***Be careful not to press against rod (B) extending from the lower handle shown in Fig. 1-3. Do not push handle together with hands on ends of handle parts.**

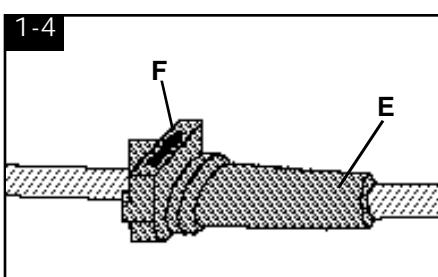
Step 2 Attach cord



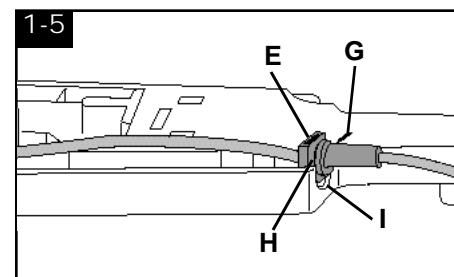
With side marked "UP" visible, insert **large** rectangular end of cord into pocket in bottom of handle.

Make sure rectangular end is pushed down into the handle as far as possible.

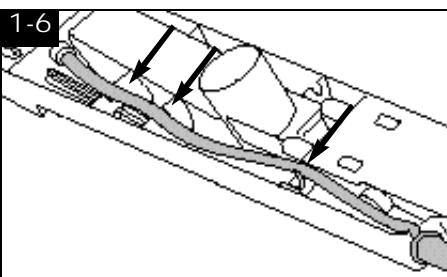
Slide cord protector (E) toward upper handle.



Rotate cord protector (E) on cord until you see its arrow (F).



With arrow on cord protector (E) pointing toward arrow on upper handle (G), press groove (H) in cord protector into slot (I) in upper handle.

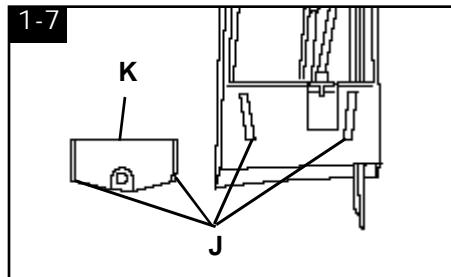


Pull cord tight.

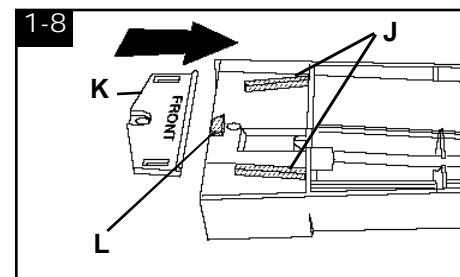
Press cord into place at each of the three notches indicated.

Do not plug cleaner in until assembly is totally complete.

Step 3 Attach handle

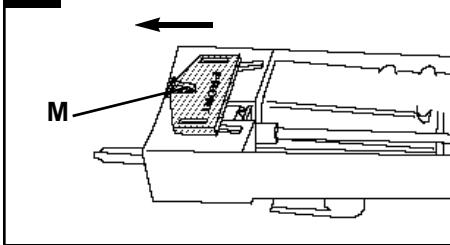


Note location of tapered rails (J) on bracket (K) and on lower handle.



With **printed** side of bracket (K) facing up, slide rails on bracket onto rails (J) on lower handle until bracket snaps past the lock tab (L).

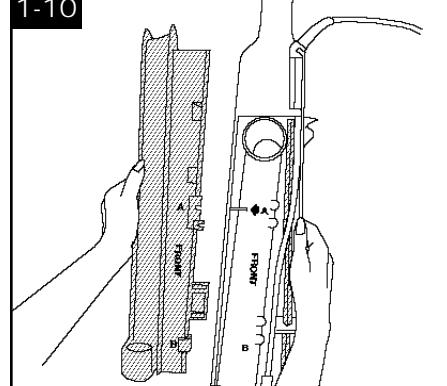
1-9



Pull bracket toward bottom of handle slightly to make sure bracket is locked in place.
Make sure hole in bracket aligns with hole in handle (M).

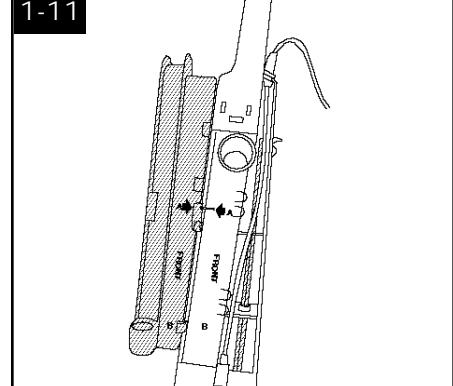
Step 4 Attach tool rack

1-10



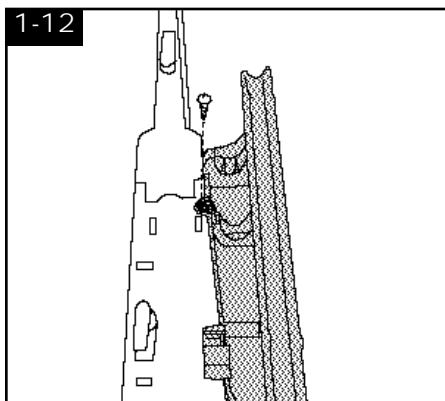
Hold tool rack and handle side by side as shown.

1-11



Hook tool rack over left edge of handle, matching arrows and letters.

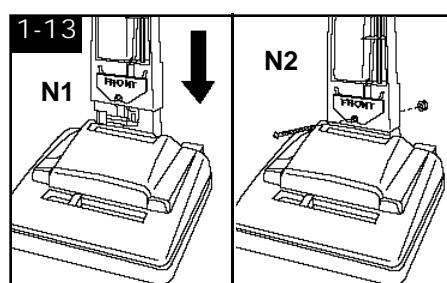
1-12



Holding tool rack in place, turn handle over (back of handle is shown) and align screw holes. **Insert small screw and tighten securely. (Extra effort may be required.)**

Step 5 Attach handle

1-13



With ON/OFF switch to the front, place assembled handle down onto extension on cleaner base(N1).

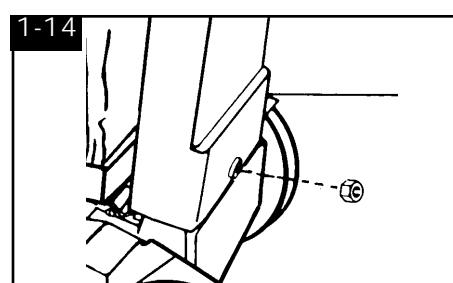
Rock handle side to side while pushing down firmly. Extra pushing effort may be required.

Push bolt (N2) into hole on lower front of handle.

If bolt will not go through hole easily , check the following:

- the bracket is properly positioned (Fig. 1-9)
- the handle is pushed down completely (Fig. 1-13)

1-14

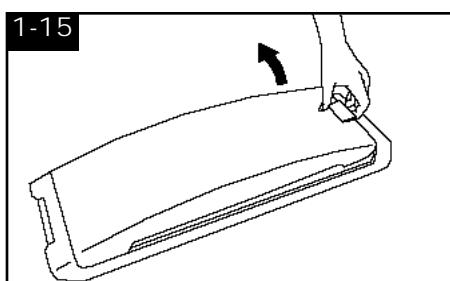


Place **nut (O)** in recessed area at **back of handle**. Hold nut in place while tightening bolt securely with a screw driver.

Only one nut is needed on this model. The extra nut is not required but has been provided for your convenience.

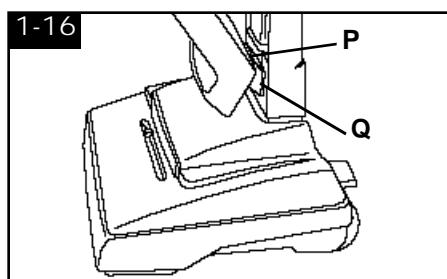
Step 6 Attach bag compartment

1-15



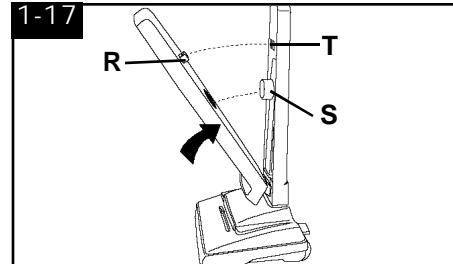
Pull bag door latch forward and remove door. Set bag door aside.

1-16



Slide large tab (P) on bottom, back of bag compartment into slot between the bracket (Q) and the lower handle.

1-17

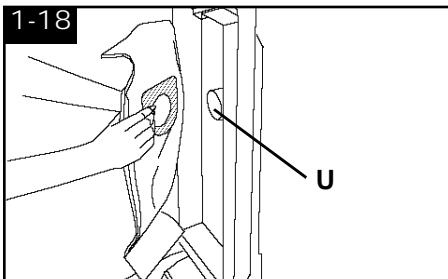


Note round opening and hooks (R) on back of bag compartment.

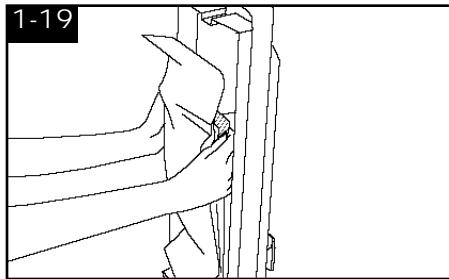
Place opening over dirt tube (S) and align hooks with slots (T) in handle. Press firmly to snap both hooks into handle. Pull on bag compartment to make sure it is completely snapped to handle.

Continued →

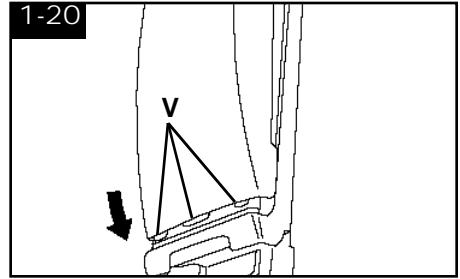
Step 7 Attach paper bag



Align opening in paper bag with dirt tube (U) inside bag compartment.



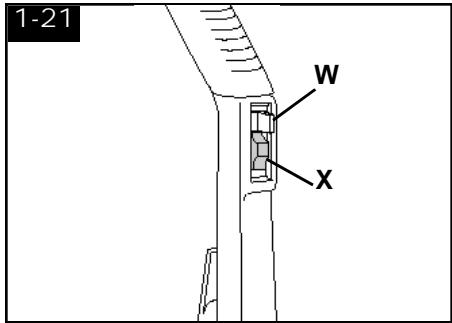
Push paper bag **firmly** onto tube. Tuck top and bottom of paper bag into bag compartment.



To replace bag door, insert the 3 tabs (V) on bottom of bag door into the 3 slots on bag compartment.

Make sure all edges of paper bag are completely inside the bag compartment.

Close door.

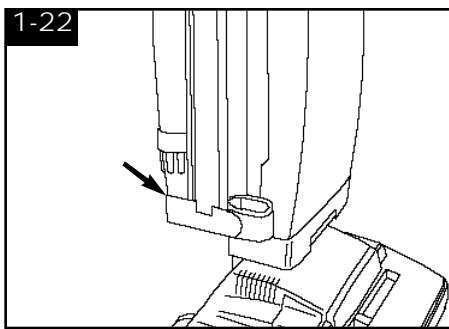


Pull switch lock (V) above ON/OFF switch (X) straight out.

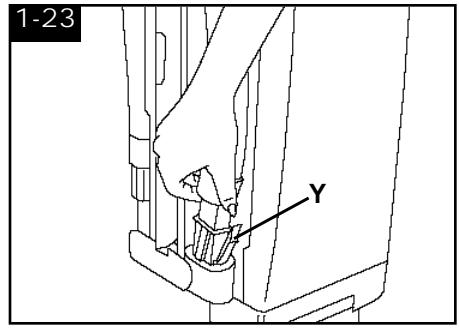
Dispose of lock.

Note: If lock has come off during assembly make sure switch is in the OFF position (down) before plugging cord into electrical outlet.

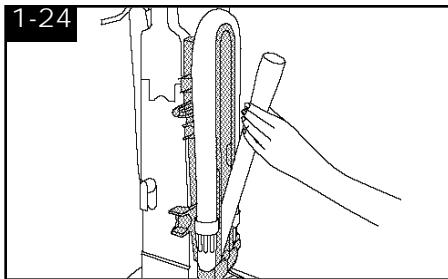
Step 8 Attach hose and tools



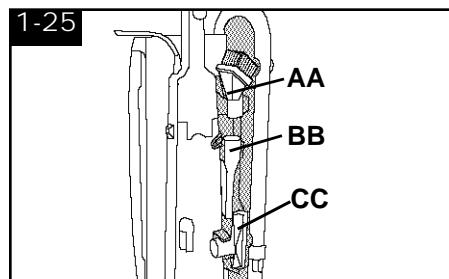
With cleaner in upright position, push round end of hose **firmly** into "cup" on back of rack.



Stretch hose over tool rack and insert hose connector (Y) into front of rack.



Position wand in side of tool rack and snap into place.



Snap **dusting brush (AA), furniture nozzle (BB), and crevice tool (CC)**, into back of tool rack as shown.

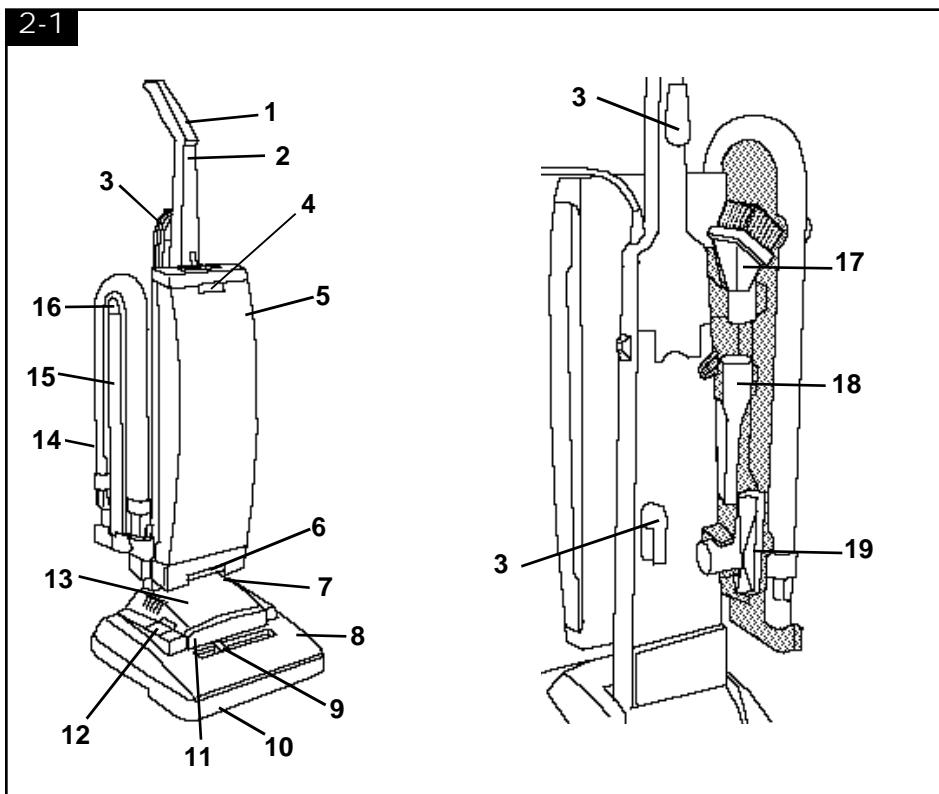
CAUTION: When cleaner is turned on, the agitator will continue to rotate when cleaner handle is in upright position. Avoid tipping cleaner or setting it on furniture, fringed area rugs, or carpeted stairs during tool use.

Fill out and return the product registration card included with your cleaner.

2. How to use

Cleaner description

2-1



The assembled cleaner will look like the drawing.

1. Handle

2. ON/OFF switch

3. Cord hooks: wrap cord around hooks for storage. The top hook can be rotated right or left for easy cord release.

4. Bag door latch

5. Bag door

6. Stair cleaning handle: located on lower edge of bag.

7. Handle release lever: step on lever to lower handle to operating or low position.

8. Cleaner base

9. Carpet height control: slide knob to correct setting for height of carpet being cleaned.

10. Furniture guard: helps prevent cleaner from marking furniture.

11. Headlight

12. Hose door

13. Hood

14. Hose

15. Extension wand

16. Tool rack

17. Dusting brush

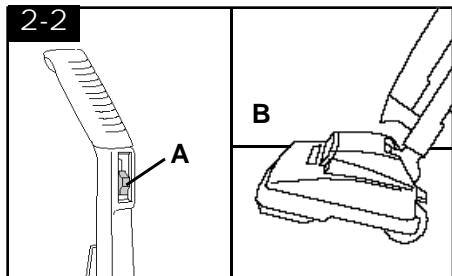
18. Crevise tool

19. Furniture nozzle

Operate cleaner only at voltage specified on data plate on bottom of cleaner.

This cleaner is intended for household use.

2-2



ON-OFF switch

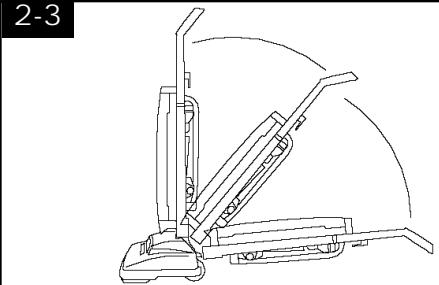
To turn cleaner ON, push switch (A) up.
To turn cleaner OFF, push switch down.

Note: To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

To insure that the filter bag is inflated, plug cord into electrical outlet and turn cleaner ON. With handle in upright position, pull back on handle until front of cleaner (B) is lifted off the carpet.

This insures that the paper bag is inflated.

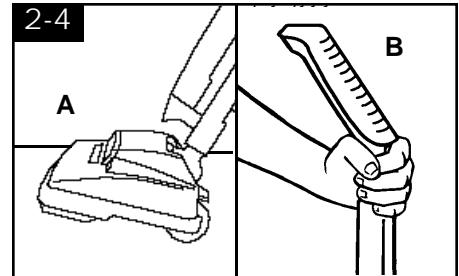
2-3



Handle positions

The handle of your cleaner has three positions: **upright** for storage and when using cleaning tools; **operating** for general operation on carpet and floors; **low** for reaching under low furniture. Step on handle release lever to lower handle.

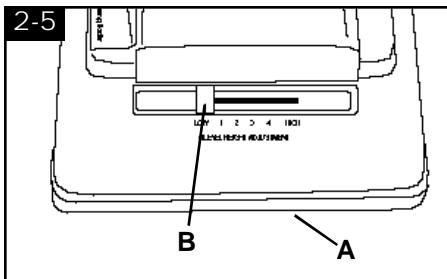
2-4



Transporting cleaner

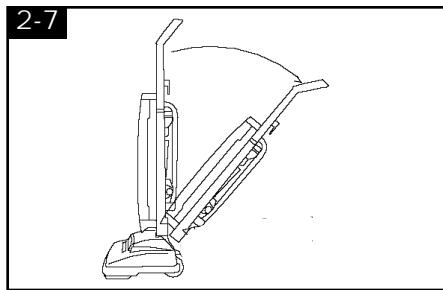
To move your cleaner from room to room, put handle in upright position, tilt cleaner back on rear wheels, and push forward (A).

The cleaner can also be moved by lifting it as shown in (B)



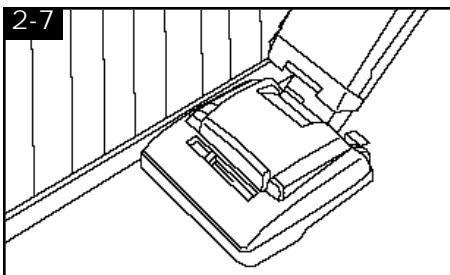
Carpet height adjustment

When it is necessary to raise and lower the front of the cleaner (A) for various carpet pile heights, slide the carpet height control (B) to the correct setting.



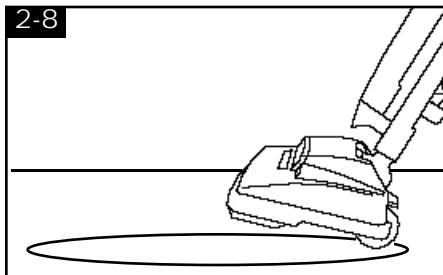
For ease in sliding the control, the handle should be in the upright position.

The front of the cleaner will not move into the adjusted position until the handle is lowered to the operating position.



Edge cleaning

Edge cleaning is provided on both sides of the front of the cleaner to help remove dirt in carpet near baseboards and furniture. Guide either side of the cleaner parallel to the edge of the carpet or furniture to edge of carpet or furniture.



Cleaning lightweight flexible rugs

Stand on one end of rug and move cleaner toward other end or edge. Before reaching edge, push down on handle. This will lift up the nozzle (front of cleaner) and will prevent rug from clinging to cleaner.

Continue to lift front of cleaner so that when you have reached the edge, it is completely off the rug. Move cleaner back to start again, lower front of cleaner, and use only forward strokes.

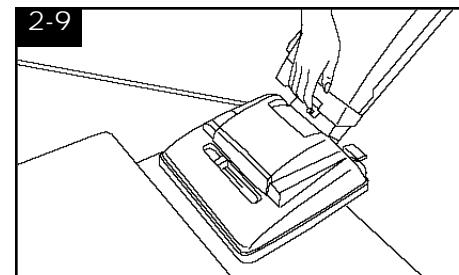
For maximum cleaning performance, the following carpet height settings are recommended.

• **Lowest setting 1:** for bare floors and low pile, level loop, kitchen type carpet.

• **Next setting 2:** for other types of carpet •

• **Higher settings (3-4):** for very deep pile carpet where easier pushing effort is desired, while maintaining good cleaning performance.

Note: If the cleaner is difficult to push, slide the control to the next higher setting.



Stair cleaning

A **stair cleaning handle** has been designed for ease in using your cleaner on stairs.

With handle in operating position, place fingers under edge of stair cleaning handle and guide cleaner with other hand on upper handle.

As an alternative, you may use the hose and furniture nozzle for stair cleaning.

When using cleaning tools, the agitator will continue to rotate.

CAUTION: To avoid personal injury or unnecessary wear to carpet, and to prevent the cleaner from falling, use extra care if cleaner is placed on stairs.

Cleaning tools

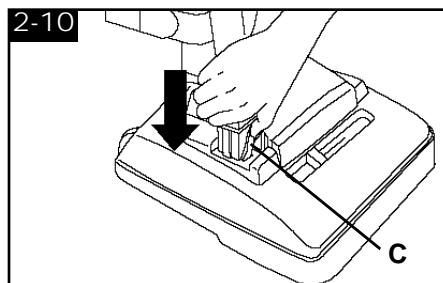
Tools allow you to clean surfaces above the floor and reach hard to clean areas. **Use tools with the cleaner handle in upright position.**

CAUTION: Agitator continues to rotate while cleaner handle is in upright position. Avoid tipping cleaner or setting it on furniture, fringed area rugs, or carpeted stairs during tool use.

How to clean tools

To clean the hose, wipe off dirt with a cloth dampened in a liquid detergent. Rinse with a damp cloth.

Cleaning tools may be washed in warm water with a detergent. Rinse and air dry before using.



A. Attach hose to cleaner

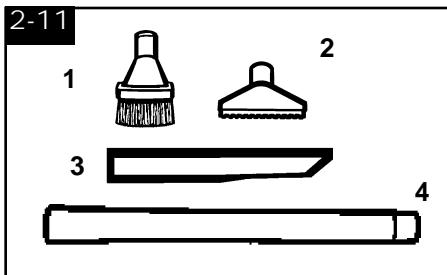
Turn cleaner OFF before attaching or removing hose.

With cleaner handle in upright position, open hose door and insert hose connector until locked in position. Suction will

automatically be diverted to the hose when cleaner is turned ON.

To remove hose, press latch (C) on hose connector and pull up.

Note: Hose must be removed from hose door when cleaning carpet and rugs to insure proper cleaning performance.



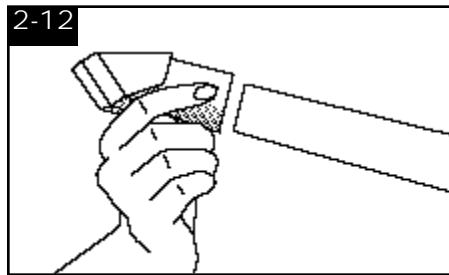
B. Select proper cleaning tool

1. Dusting brush may be used for carved furniture, table tops, books, lamps, lighting fixtures, venetian blinds, baseboards, shutters, and registers.

2. Furniture nozzle may be used for upholstered furniture, draperies, tapestries, mattresses, clothing, automobile interiors, and carpeted stairs.

3. Crevice tool may be used in tight spaces, corners and along edges in such places as dresser drawers, upholstered furniture, stairs, and baseboards.

4. Wand is used to give extra length to your hose. Attach it to any of the above tools.



C. Attach wand and tools

The tools are attached to the hose or the wand in the same manner.

Push tool firmly onto hose; twist tool slightly to tighten or loosen connection.

3. Maintenance

Familiarize yourself with these home maintenance tasks as proper use and care of your cleaner will ensure continued cleaning effectiveness.

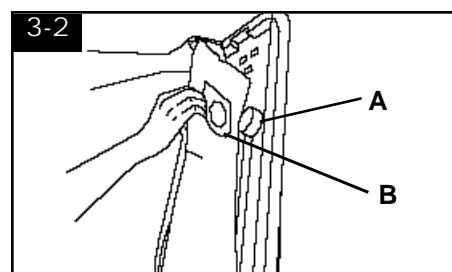
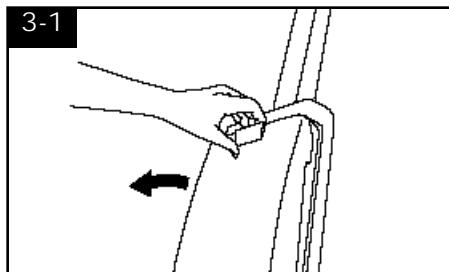
Filter bag

When to replace

Check filter bag from time to time. It is recommended that you change the filter bag when dirt reaches the dotted line. If more dirt than this accumulates, your cleaner may not operate effectively.

NOTE: Check and change the filter bag frequently when using cleaner on new carpet due to rapid accumulation of carpet fluff.

CAUTION: Very fine materials, such as face powder, cornstarch, fireplace ashes or fireplace soot, may seal the paper bag and may cause it to burst even though it is only partially full of dirt. When cleaner is used to remove material of this nature, change the filter bag often.



Changing filter bag

Disconnect cleaner from electrical outlet.

Removing bag door

Pull bag door latch forward and remove door from cleaner.

Grasp sides of bag collar and pull collar from tube.

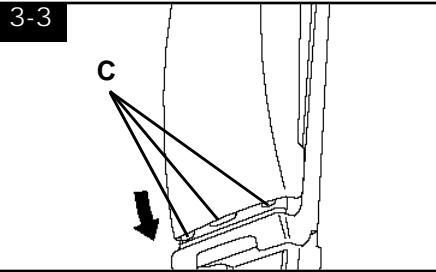
Note: Do not clean out old bag and reuse. Discard used bag.

Removing and installing filter bag

Align opening in new filter bag with dirt tube (A) inside bag compartment. Push bag collar (B) firmly onto tube.

Fold top of bag down under top of bag compartment.





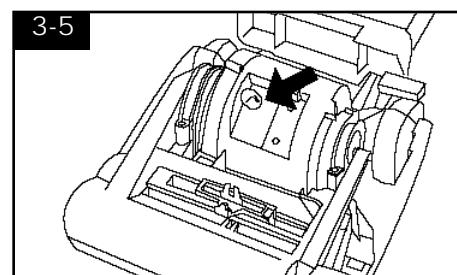
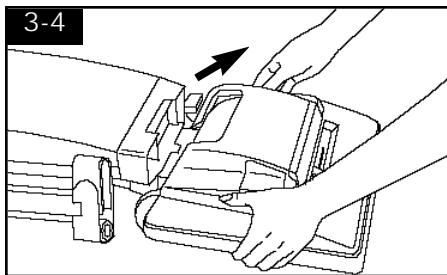
Replacing bag door

To replace bag door, lift up lower edge of filter bag. Insert the 3 tabs (C) on bottom of bag door into the 3 slots on bag compartment.

Make sure all edges of filter bag are completely inside the bag compartment.

Close door.

Headlight



What to buy

This cleaner uses a 12 volt, wedge base type 912 bulb, Hoover **part No. 27313-101**.

How to replace

Disconnect cleaner from electrical outlet.

Removing hood

1. To remove hood, refer to Figs. 3-10 to 3-12

2. Remove bulb by pulling straight out of socket; push new bulb into socket until it locks in place.

3. Place hood on cleaner body and press firmly to snap all four latches. Pull up on hood slightly to make sure all four latches are secured.

4. Push carpet height control back onto front of cleaner.

Belt replacement

The belt on your HOOVER cleaner causes the agitator to rotate and is important for the effective operation of the cleaner. The belt is located under the bottom plate of the cleaner and should be checked from time to time to be sure it is in good condition.

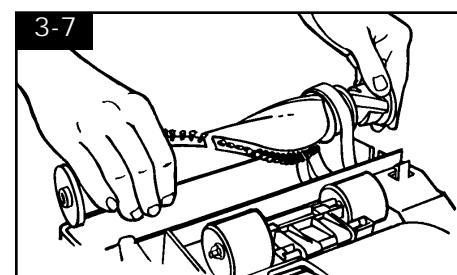
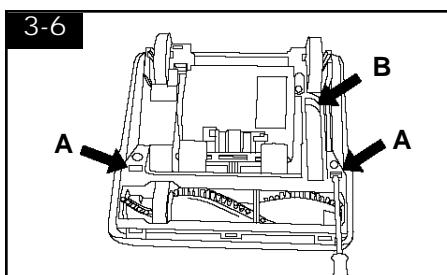
When to replace

To check belt, remove bottom plate as shown in "How to replace." Replace belt if it is stretched, cut or broken.

What to buy

One extra belt has been provided with your cleaner.

To assure effective operation, use only genuine HOOVER belts with your cleaner. When purchasing a new belt, ask for Hoover **part No. 38528-027**.



How to replace

Removing bottom plate

Disconnect cleaner from electrical outlet.

Place handle in operating position and turn cleaner over.

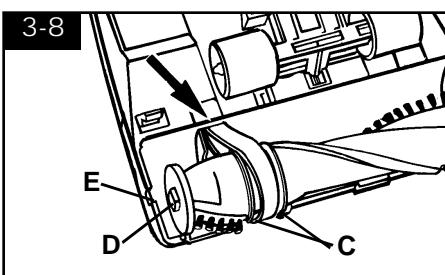
To remove bottom plate, insert end of flat screwdriver into wide area of right-hand slot (A) and push handle of screwdriver to the rear. Repeat in left-hand slot (A).

Lift extension of bottom plate (B), rotate plate and remove from cleaner body.

Removing used belt

Remove agitator brush roll and broken belt.

(If belt is not broken but is stretched or cut, proceed with Figs 3-10 to 3-12 and pull belt off motor pulley. Then continue with Fig 3-8.)

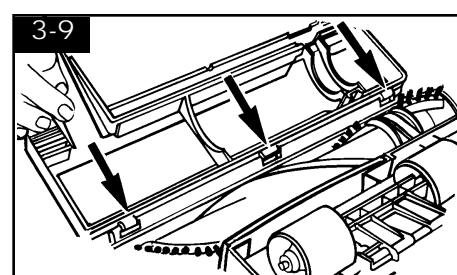


Positioning belt and agitator

Slip agitator through new belt (**with lettering toward outside of cleaner**) and position belt in belt guide (C).

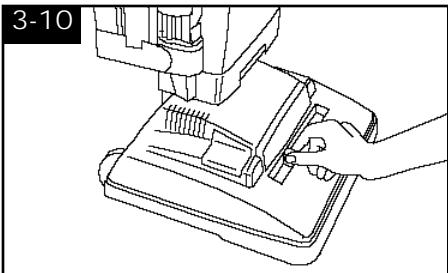
Push end of belt into opening in cleaner base.

Reposition agitator making sure to align flat sides of projection (D) on belt end of agitator with flat sides of slot (E) in cleaner base.



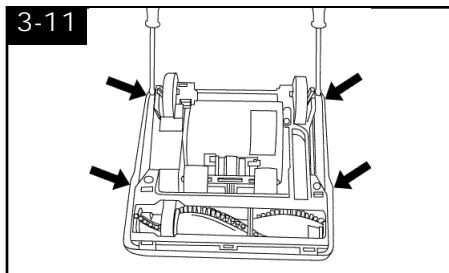
Replacing bottom plate

Place the three tabs on bottom plate into slots in front of cleaner base. Snap bottom plate into place over agitator.



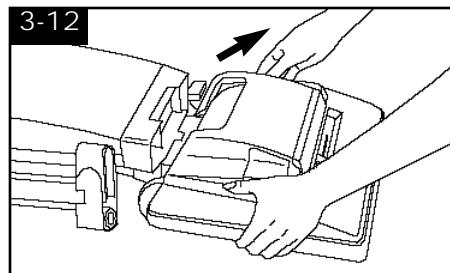
3-10 Removing hood

Remove hood by turning cleaner over and removing carpet height control on front of hood -- grasp control and pull up.

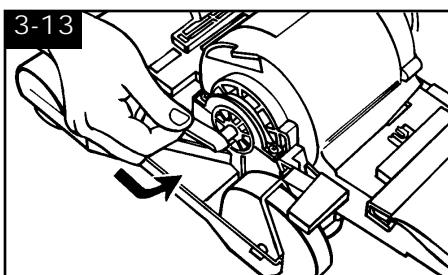


3-11 Place handle in operating position and turn cleaner over. Insert end of flat screwdriver into one of the four slots beside an arrow on bottom of cleaner.

For slots nearest the rear wheels, push handle of screwdriver toward cleaner handle; for remaining two slots, pry outward to release latches.



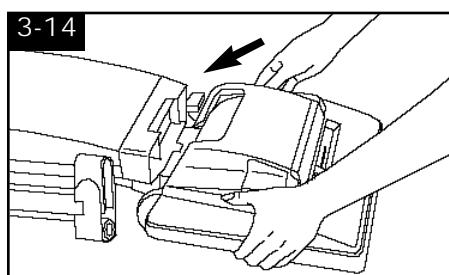
3-12 Turn cleaner over and lift off hood.



3-13 Positioning belt onto pulley
Stretch new belt onto motor pulley.

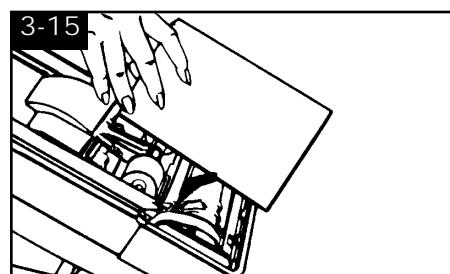
Extra effort may be required to stretch new belt onto pulley.

Turn agitator, making sure the belt is not pinched between agitator and cleaner base. The belt must rotate freely inside the belt guide. If agitator does not turn, remove bottom plate and reposition belt in belt guide.



3-14 Reposition hood
Replace hood and carpet height control.

Agitator brush roll replacement

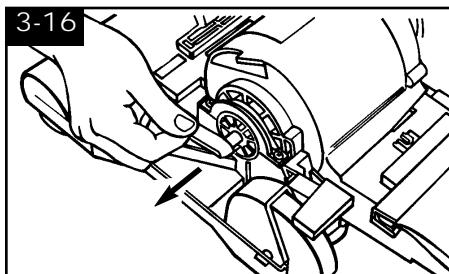


When to replace

Disconnect cleaner from electrical outlet.

When brush roll brushes are worn, it should be replaced.

To check condition of brushes, move edge of a card across bottom plate while turning brush roll. To maintain cleaning effectiveness, replace brush roll if brushes do not touch card.



1. Remove hood as shown in Figs. 3-10 to 3-12.
2. Pull belt off motor pulley as shown.
3. Remove bottom plate as shown in Fig. 3-6.
4. Remove agitator from cleaner and discard.
5. Reposition belt, new agitator, and hood by referring to Figs. 3-8 to 3-14.

Lubrication

The motor is equipped with bearings which contain sufficient lubrication for the life of the motor. The addition of lubricant could cause damage. **Do not add lubricant to motor bearings.**

The agitator is equipped with two ball bearings that should be lubricated periodically by a Hoover Factory Service Center or an Authorized Hoover Warranty Service Dealer (Depot).

What to buy

The agitator may be replaced with a double row of brushes.

Double row of brushes - Hoover **part No. 48414-081.**

How to replace

Disconnect cleaner from electrical outlet.

1. Remove hood as shown in Figs. 3-10 to 3-12.
2. Pull belt off motor pulley as shown.
3. Remove bottom plate as shown in Fig. 3-6.
4. Remove agitator from cleaner and discard.
5. Reposition belt, new agitator, and hood by referring to Figs. 3-8 to 3-14.

Cleaning Effectiveness Per Amp Rating

This is **not** an Amp rating. Amps do **not** measure dirt removal, only the amount of electricity used. Cleaning Effectiveness Per Amp is determined by dividing this model's Cleaning Effectiveness* by its Amps.

***Cleaning Effectiveness** is the percent value obtained from dividing:

- (a) the geometric mean of the amount of embedded carpet dirt removed in testing under ASTM Test Method F608-89, by
- (b) the value 29 (the geometric mean of the midpoints of the % dirt pickup scales selected by Hoover as a reference for its rating system).

Service

To obtain approved HOOVER service and genuine HOOVER parts, locate the nearest **Hoover Factory Service Center or Authorized Hoover Warranty Service Dealer (Depot)** by:

- checking the Yellow Pages under "Vacuum Cleaners - Household" OR -
- checking the list of Factory Service Centers provided with this cleaner OR -
- calling **1-800-944-9200** for an automated referral of authorized service outlet locations (U.S. only) OR -
- checking the Service section of The Hoover Company on-line at www.hoover.com

Do not send your cleaner to The Hoover Company in North Canton for service, this will only result in delay.

If further assistance is needed, contact The Hoover Company Consumer Response Center, North Canton, Ohio 44720, Phone: 330-499-9499.

In Canada, contact Hoover Canada, Burlington, Ontario L7R 4A8, Phone: 1-800-263-6376.

Always identify your cleaner by the **complete** model number when requesting information or ordering parts. (The model number appears on the bottom of the cleaner.)

4. If you have a problem

If a minor problem occurs, it usually can be solved quite easily when the cause is found by using the check list below.

Problem: Cleaner won't run

Possible cause

Possible solution

- **Not firmly plugged in**
- Plug unit in firmly
- **No voltage in wall plug**
- Check fuse or breaker
- **Blown fuse/tripped breaker**
- Replace fuse/reset breaker

Problem: Cleaner won't pick up

Possible cause

Possible solution

- **Broken or worn belt**
- Replace belt
- **Agitator brush roll brushes worn**
- Replace brush roll
- **Filter bag full**
- Change filter bag
- **Incorrect carpet height setting**
- Move carpet height control to type of carpet being cleaned

Problem: Cleaning tools won't pick up

Possible cause

Possible solution

- **Hose clogged**
- Clear blockage (see "Clearing blockages section")
- **Hose connector inserted incorrectly**
- Re-insert hose connector properly (see "Cleaning Tools" section)

Problem: Cleaner hard to push

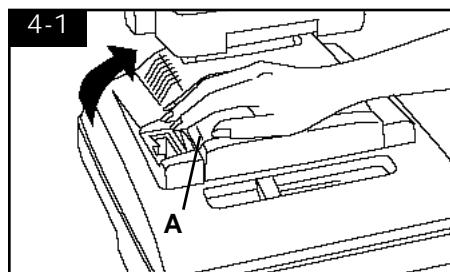
Possible cause

Possible solution

- **Incorrect carpet height setting**
- Move carpet height control to a higher setting

Clearing blockages

To check for blockages, first **turn cleaner OFF and disconnect from electrical outlet; then disconnect hose from cleaner.**



Open hose door (A) and carefully remove any visible blockage. If no blockage is found, check hose and tools and remove the blockage.

To continue using tools, re-attach hose to cleaner. **If a blockage is not found and a problem persists, contact your Hoover Factory Service Center or Authorized Warranty Service Dealer (Depot).**

Full Two Year Warranty (Domestic Use)

Your HOOVER® TurboPOWER™ appliance is warranted in normal household use, in accordance with the Owner's Manual against original defects in material and workmanship for a period of two full years from date of purchase. This warranty provides, at no cost to you, all labor and parts to place this appliance in correct operating condition during the warranted period. This warranty applies when the appliance is purchased in the United States including its territories and possessions, or in Canada or from a U. S. Military Exchange. Appliances purchased elsewhere are covered by a limited two year warranty which covers the cost of parts only. This warranty does not apply if the appliance is used in a commercial or rental application.

Warranty service can only be obtained by presenting the appliance to one of the following authorized warranty service outlets. Proof of purchase will be required before service is rendered.

1. Hoover Factory Service Centers.
2. Hoover Authorized Warranty Service Dealers (Depots).

For an automated referral of authorized service outlets in the U.S.A., phone 1-800-944-9200 OR

visit The Hoover Company online at www.hoover.com

This warranty does not cover pick up delivery, or house calls; however, if you mail your appliance to a Hoover Factory Service Center for warranty service, transportation will be paid one way.

While this warranty gives you specific legal rights, you may also have other rights which vary from state to state.

If further assistance is needed, or if there are questions concerning this warranty or the availability of warranty service outlets, write or phone the Consumer Response Center, The Hoover Company, 101 East Maple St., North Canton, Ohio 44720. Phone 1-330-499-9499.

In Canada, contact Hoover Canada, Burlington, Ontario L7R 4A8, 1-800-263-6376.